

# MANUFACTURING EXTENSION PARTNERSHIP

## Success Stories from the Field

### L & M Manufacturing Co

#### Missouri Enterprise

### Iso 9001:2000 Registration Makes A Big Impact On Customer Satisfaction At L & M Manufacturing

#### Client Profile:

L&M Manufacturing is a metal stamping facility that fabricates, assembles, and distributes a variety of parts for the electrical, industrial, and automotive markets. Among the company's major customers are Basler Electric, TG (Missouri), NIBCO, and Delta. Established in 1983 as a home business, the company moved to its present facility in Fisk, Missouri in 1989 and has since grown to 17 employees.

#### Situation:

One of L&M Manufacturing's customers requested that the company become ISO certified by the end of 2002. While this customer's business did not represent a large portion of company revenues, L&M's commitment to its customers--combined with its belief that ISO registration could have a big impact on future business growth--prompted the company to pursue ISO certification. However, L&M needed help with such a large undertaking. The company contacted the University of Missouri Outreach and Extension office in Jackson, Missouri, which referred it to Missouri Enterprise, a NIST MEP network affiliate. L&M contacted Missouri Enterprise for assistance.

#### Solution:

Missouri Enterprise conducted an initial assessment followed by a gap audit to evaluate L&M Manufacturing's quality systems. Missouri Enterprise coached L&M Manufacturing through the writing of a quality policy manual and helped develop procedures needed to meet the ISO 9001:2000 standard. Missouri Enterprise also performed plant-wide employee ISO 9001:2000 orientation training. Not only did L&M Manufacturing achieve ISO 9001:2000 certification, it also improved its manufacturing processes and improved product quality. The company has seen a 50 percent drop in customer complaints, and is positioned to pursue new business with clients that require ISO certification from their suppliers.

#### Results:

Achieved ISO 9001:2000 certification.  
Reduced internal scrap from approximately 3 percent to less than 1 percent.  
Reduced customer complaints by 50 percent.  
Anticipating long-term increases in sales with a corresponding increase in

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company workforce.

### **Testimonial:**

"Missouri Enterprise [was] vital in achieving ISO 9001:2000 registration. It has been a pleasure to work with this outstanding organization. There will be opportunities and challenges for small businesses in Southeast Missouri, and we are fortunate to have Missouri Enterprise here to offer assistance."

Sandy Nunley, Business Manager